

Equipment Safety Recall

N222359640 Tonneau Cover Retention



Release Date: March 2022

Revision: 00

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

This recall involves tri-fold tonneau covers (“subject tonneau covers”) sold by GM as over-the-counter as a dealer accessory. Please see the “Dealer Notification Instructions” section of this bulletin for details.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Dealer Notification Instructions. Because this equipment recall involves equipment/parts also sold over-the-counter, dealers are **REQUIRED** search their sales records for over-the-counter sales and provide the recall notice to the purchaser. For recalled equipment sold as a dealer-installed option at the time of vehicle purchase; these VINs will be available on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management (GWM) system and GM will contact these customers.

Dealers are **REQUIRED** to search your part-sales records for over-the-counter sales of the recalled equipment (**Hard: 84060327, 84060328, 84228325, 84362613, 84679033, 84679034, 84679035, 84679036; Soft: 84060329, 84060330, 84060331, 84060332, 84228326, 84228327, 84625347, 84625348, 84625349, 84625350, 84625351, 84625352**) and send the owner of record the recall notice attached to this bulletin by first-class mail. If the purchaser is a body shop, independent repair shop, or other third-party automotive repair or distribution business, dealers are to contact the entity, obtain the owner's name and address, and send the owner a copy of the letter.

For US dealers only: For dealers with involved vehicles that can be identified by VIN, a listing with the involved vehicles containing the complete VIN, customer name, and address information has been prepared and will be provided to US dealers through GM GlobalConnect Maxis Field Action Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Only use this report to conduct the recall-related notifications specified in this bulletin and required by law.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500 LTD	2019	2019		Excludes CarbonPro Trim
	Silverado 1500 (New Model)	2019	2019		
	Silverado 1500	2020	2021		
	Silverado 1500 LTD (RPO J21, 12th VIN Digit = 4 or less)	2022	2022		
	Silverado 1500 New (RPO J22, 12th VIN Digit =5 or greater)				
	Silverado 2500/3500	2020	2022		
GMC	Sierra 1500 LTD	2019	2019		Excludes CarbonPro Trim
	Sierra 1500 (New Model)	2019	2019		
	Sierra 1500	2020	2021		
	Sierra 1500 Limited (RPO J21, 12th VIN Digit = 4 or less)	2022	2022		
	Sierra 1500 New (RPO J22, 12th VIN Digit = 5 or greater)				
	Sierra 2500/3500	2020	2022		

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

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Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain tri-fold tonneau covers that may have been sold as over-the-counter accessories for 2019 – 2022 model year Chevrolet Silverado and GMC Sierra trucks. The tonneau cover may become loose and could detach from the pickup bed while driving. This is an expansion of NHTSA Equipment Recalls 19E066 (N192261860) and 20E024 (N192285070) (Transport Canada 2019-494 and 2020-165). The hard tri-fold tonneau cover's attachment system may not sufficiently secure the tonneau cover to the truck bed rails if the attachment system is damaged or improperly installed. The soft tri-fold may become loose and detach from the vehicle if not correctly installed according to the instructions provided with the vehicle in an owner's manual insert. If the tonneau cover is improperly installed, owners may notice noise coming from the cover, damage to cover attachments, or cover movement against the truck's bed rails. If the tonneau cover detaches from a moving vehicle and falls into a roadway, it may increase the risk of a crash.
Correction	Dealers will inspect the tonneau cover on the vehicle. If the tonneau is the recalled hard tri-fold tonneau, the dealer will replace the tonneau rails and clamps, and add a tether to prevent the tonneau from detaching onto the roadway even if improperly installed. If the tonneau is the recalled soft tri-fold tonneau, the dealer will provide the owner with improved instructions and additional labeling on the tonneau cover to facilitate proper installation, and a tether kit to retain the cover if it should be improperly installed.

Parts

Use with Soft Tonneau Cover

Quantity	Part Name	Part No.
1	ATTACHMENT KIT – P/U BOX R/TOP	84867830

Use with Hard Tonneau Cover

Quantity	Part Name	Part No.
1	CLAMP KIT-P/U BOX CVR SHORT BOX	84962250
1	CLAMP KIT-P/U BOX CVR STANDARD BOX	84962251
1	*ATTACHMENT KIT-P/U BOX REAR TOP	84767027

* Only required if recall N192217500 has not been performed.

Open Dealer Ordering (no restriction)

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order. A quantity limiter may be in effect.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Use with Soft Tonneau Cover

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106221	Inspect Only – No Further Action Required	0.2	ZFAT	N/A
9106222	Install Pick Up Box Rear Top Attachment Kit (Soft Tonneau Cover Only, Includes Inspection)	0.3		N/A
9106223	Customer Reimbursement Approved - For USA and Canada dealers only	- N/A		*
9106224	Customer Reimbursement Denied – For USA dealers only	N/A		**

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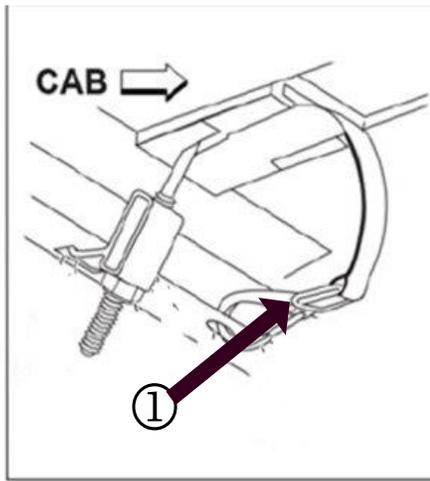
Use with Hard Tonneau Cover

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106225	Inspect Only – No Further Action Required	0.2	ZFAT	N/A
9106226	Install Pickup Box Cover Clamp Kit	0.9		N/A
	ADD: Adjust Latches ADD: Install Additional Components from Recall N192217500 Kit (ATTACHMENT KIT-P/U BOX REAR TOP)	0.2 0.8		
9106227	Customer Reimbursement Approved - For USA and Canada dealers only	- N/A		*
9106228	Customer Reimbursement Denied – For USA dealers only	N/A	**	

* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 US (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

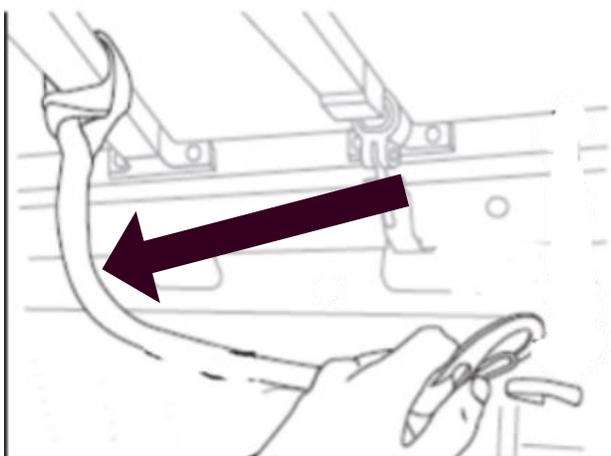
** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure



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Hard Tonneau Cover Tether



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Soft Tonneau Cover Tether

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Open the tailgate and inspect for the installation of fabric tethers. They will be installed on the outboard ends of the cross bar closest to the cab.

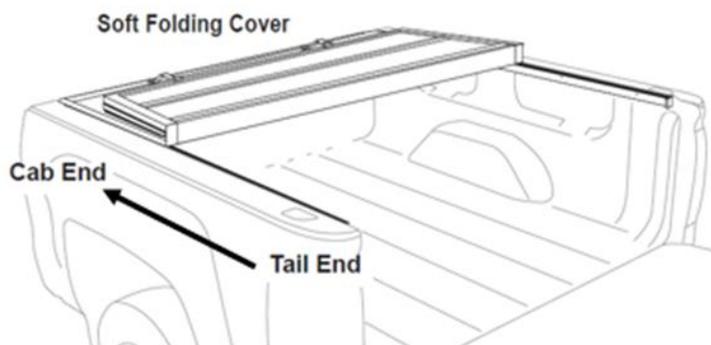
- If tethers are present and fastened properly, no further action is required. The vehicle has already been serviced with the tether kit.
- If no tethers are installed or the tether is not fastened properly, proceed to the appropriate repair procedure below. **Select either the Hard Tonneau Cover Repair or Soft Tonneau Cover Repair** based on the style of cover installed on the vehicle.

IMPORTANT: Only certain tonneau cover kits are subject to this recall. Before performing the recall steps, ensure the part number on the tonneau cover installed on the vehicle matches one of the part numbers in the chart below. This number is located on the cross bar of soft covers and on the underside of the front hinged panel on hard covers.

Tonneau Cover Subject Part Numbers

Soft Tonneau Cover Part Numbers		Hard Tonneau Cover Part Numbers	
84060329	84625352	84060327	84679034
84060330	84625347	84060328	84679033
84060331	84625350	84228325	84679036
84060332	84625349	84362613	84679035
84228327	84625348		
84228326	84625351		

Soft Tonneau Cover Repair

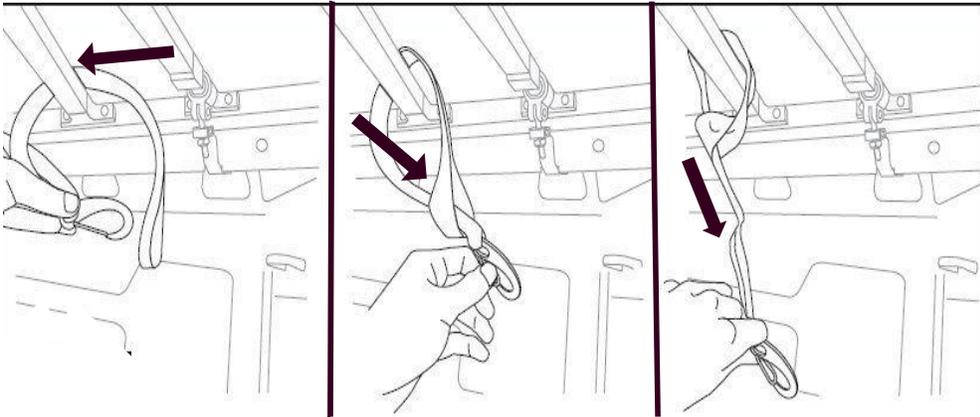


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1. Open the vehicle tailgate and fold the two rear sections of the tonneau cover forward.

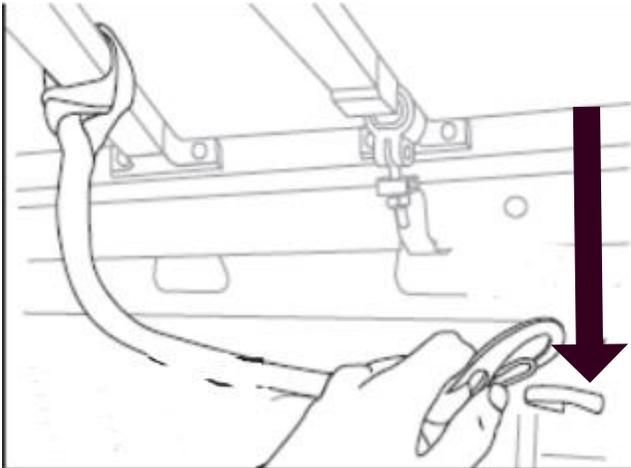
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2. On the tonneau cover, locate the second crossbar from cab end of the pickup box. Loop the fabric strap over the outboard end.
3. Pull the metal buckle through the loop on the strap.



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4. Clip the strap buckles to the upper **FRONT** cargo tie down loops.
5. Repeat steps 2-4 on the opposite side of the vehicle.

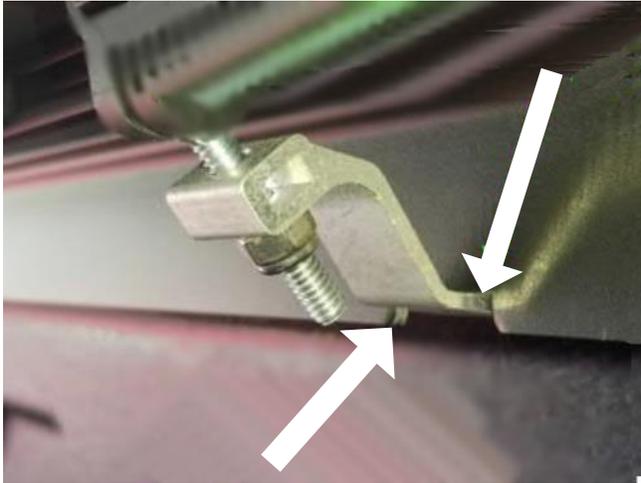


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6. Fasten the plastic warning instruction card to the driver side of the second (from the front of the box) tonneau cover cross bar using the two supplied tie straps.

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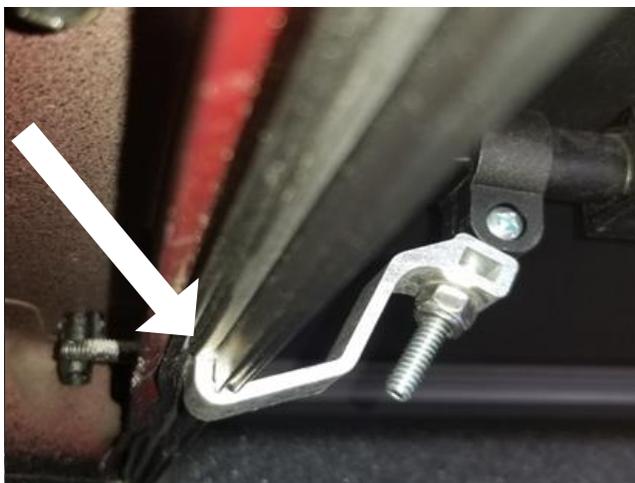
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7. On both sides of the cargo box, verify the fore-aft location of the front cross bar tonneau clamp hooks. Ensure the clamp hooks are fully seated and secure in the rectangular tonneau rail location notch.
8. Verify the tonneau clamp hook is outboard of the metal bed side and not between the metal and plastic bed rail trim.



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Correct installation of bracket clamp hook



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Incorrect installation of bracket clamp hook

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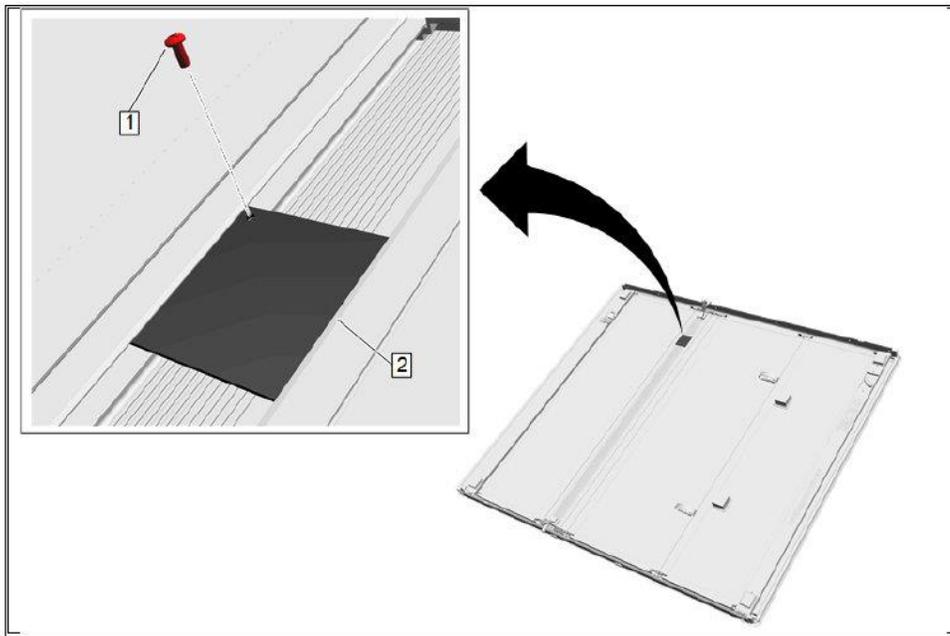


9. If any of the above inspections indicate an incorrect clamp hook installation, loosen the nut on the threaded mount and position the clamp hook in the correct position. Hand tighten the fasteners.
10. Position the cover evenly side to side and rest the cab seal smoothly along the front top edge of the cargo bed.
11. Tighten the nuts until the clamp hooks are secure against the bed rail flange. Tighten each side evenly, tighten only until the tonneau cover cannot shift. **DO NOT** overtighten, overtightening may cause damage to the clamping system.
12. Close the tonneau cover and tailgate.

Hard Tonneau Cover Repair

Caution: Use the correct fastener in the correct location. Replacement fasteners must be the correct part number for that application. Fasteners requiring replacement or fasteners requiring the use of thread locking compound or sealant are identified in the service procedure. Do not use paints, lubricants, or corrosion inhibitors on fasteners or fastener joint surfaces unless specified. These coatings affect fastener torque and joint clamping force and may damage the fastener. Use the correct tightening sequence and specifications when installing fasteners in order to avoid damage to parts and systems.

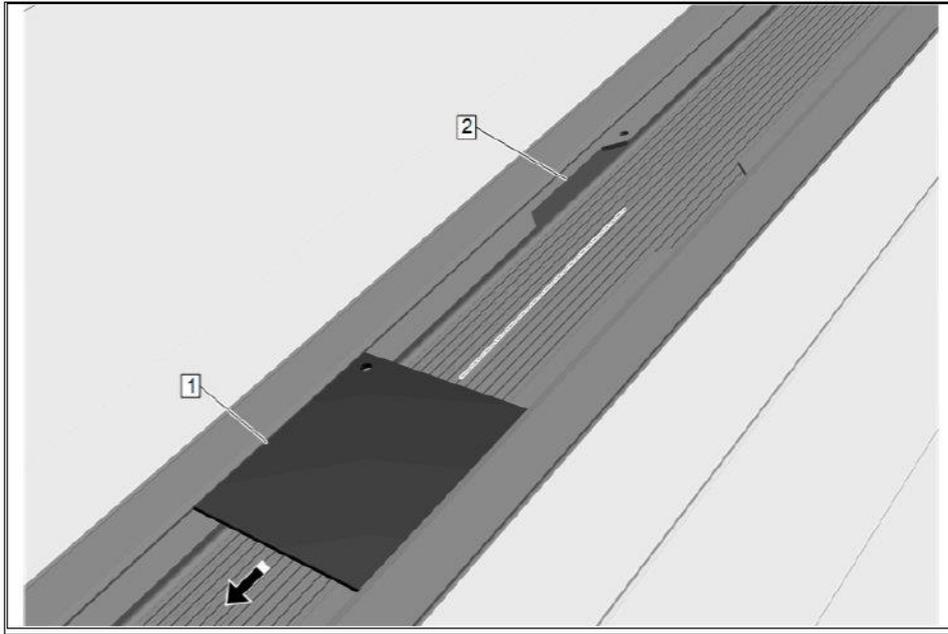
1. Open tonneau cover. Fold the sections and clip the tiedown straps.
2. Loosen clamp bolt and disengage the clamp from the pickup box.
3. Repeat for opposite side.
4. Remove the folded tonneau cover from the vehicle. Carefully flip the cover assembly and place it on the work surface with the front hinge track facing up.



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5. Remove the screw (1) from the hinge plate cover (2), retain the screw.

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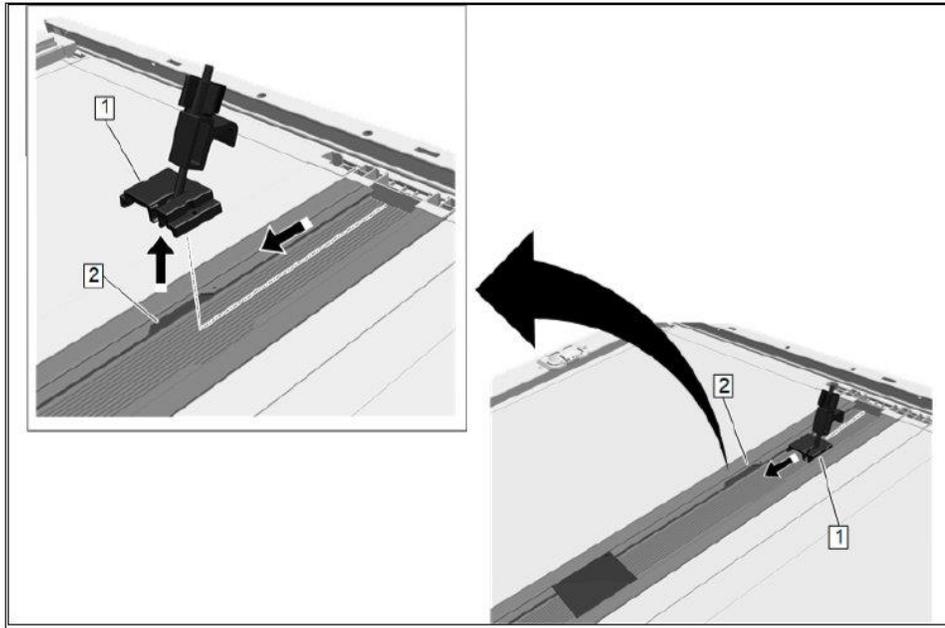


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6. Slide the hinge plate cover (1) toward the center of the panel to expose the hinge cutout opening (2).

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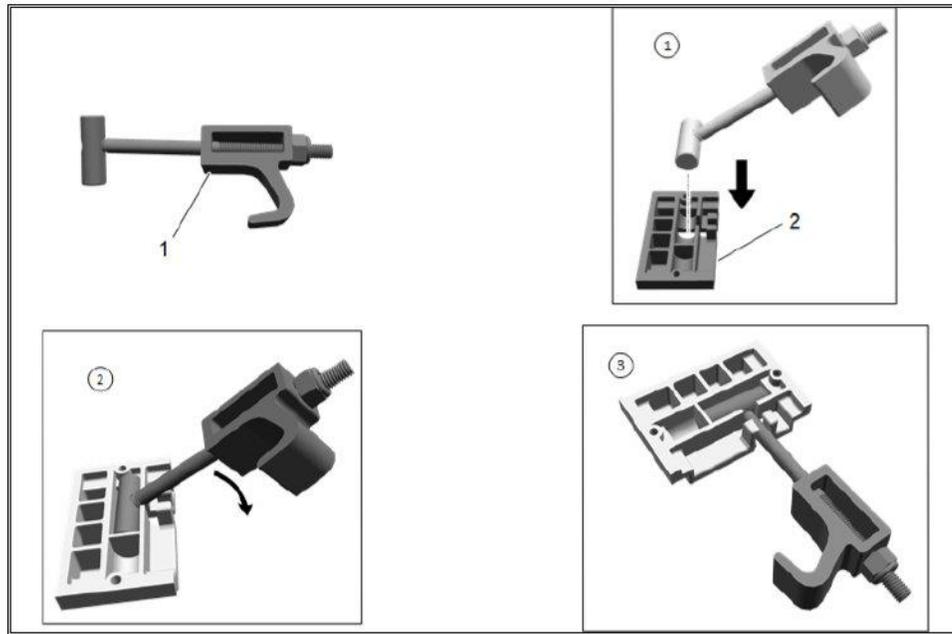


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7. Slide the existing clamp bolt assembly (1) out of the cutout (2). Discard the clamp bolt assembly, it will not be reused.
8. Repeat step 7 for opposite side.

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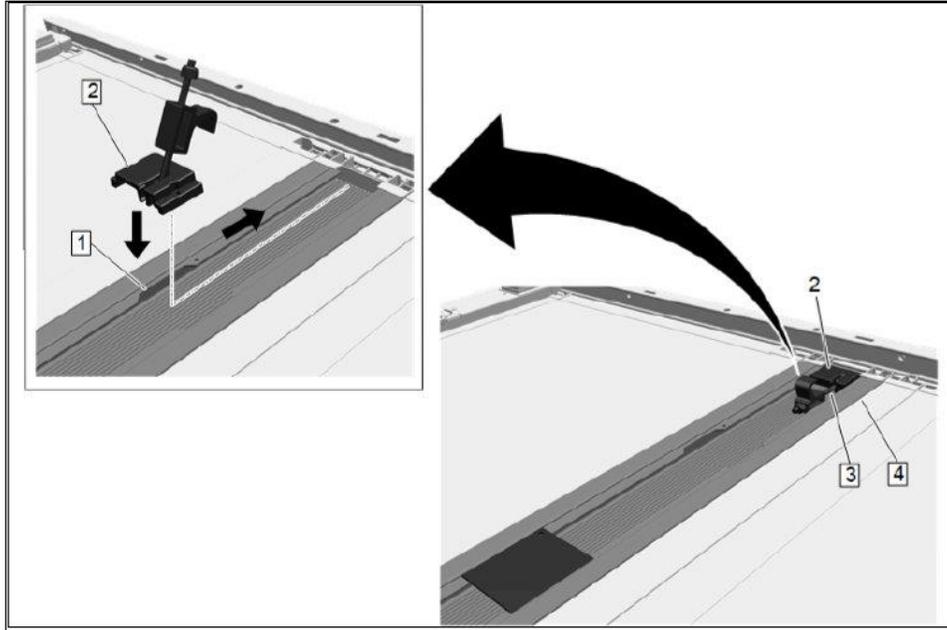
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Note: Follow sequence (1-3) in graphic as shown.

9. Locate the new clamp bolt assembly (1) and new slide plate (2). Snap barrel of clamp bolt into slide plate.

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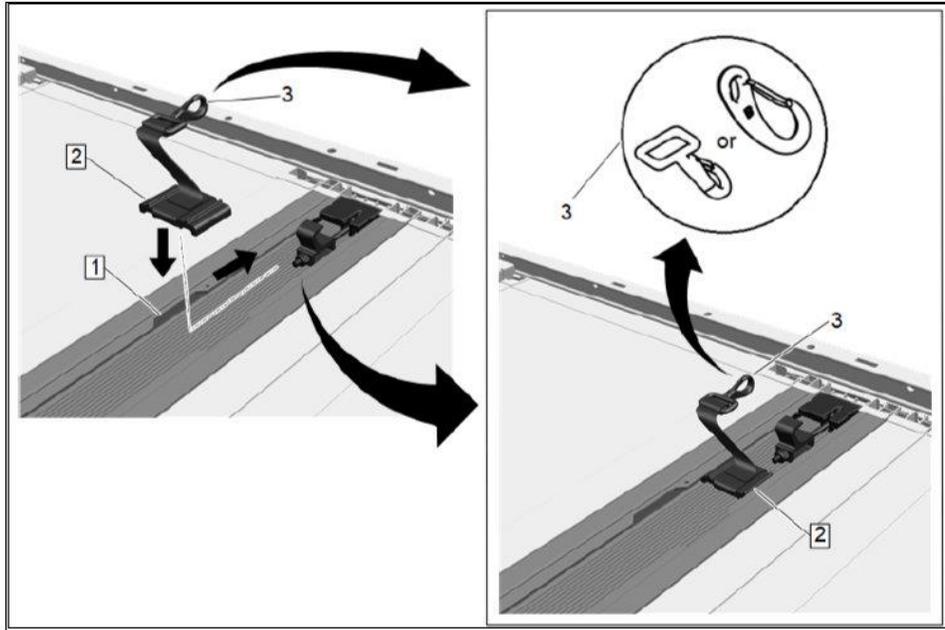


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10. Install the new clamp bolt assembly (2) through the cutout (1) and slide outboard.
11. Push the clamp bolt down into the hinge plate.
12. Verify the clamp bolt stud (3) is offset toward the folded edge of the hinge plate (4).
13. Repeat steps 9-12 for the opposite side.

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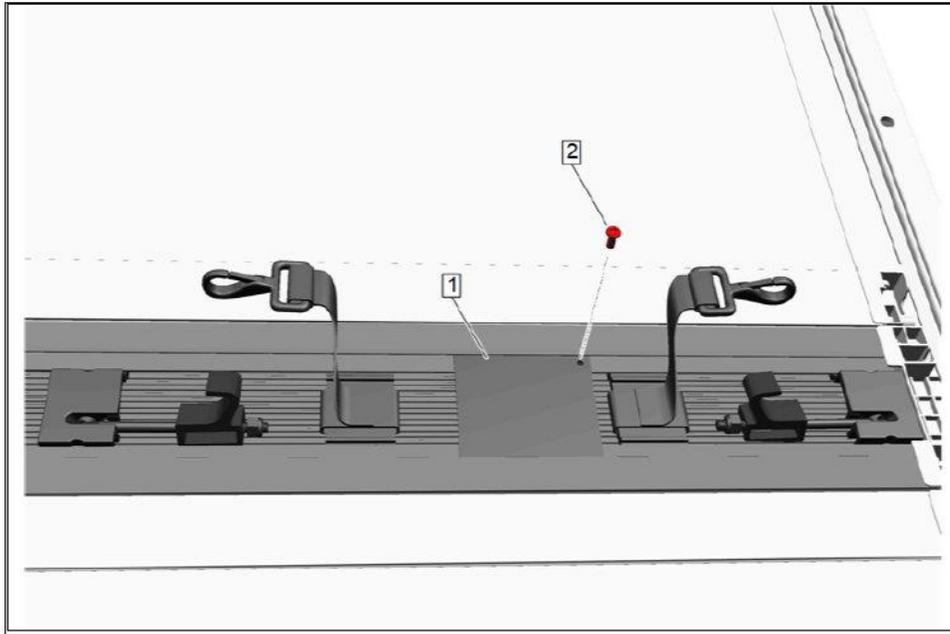
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Note: Hook style may vary.

14. Hold the tether assembly (2) over the hinge plate cutout (1) and verify the hook (3) is positioned outboard of the mounting plate and the hook clasp is facing away from the channel.
15. Install the tether plate portion of the tether assembly (2) into the cutout (1) of the hinge plate. Slide the tether assembly to the outboard side.
16. Repeat steps 14-15 for the opposite side.

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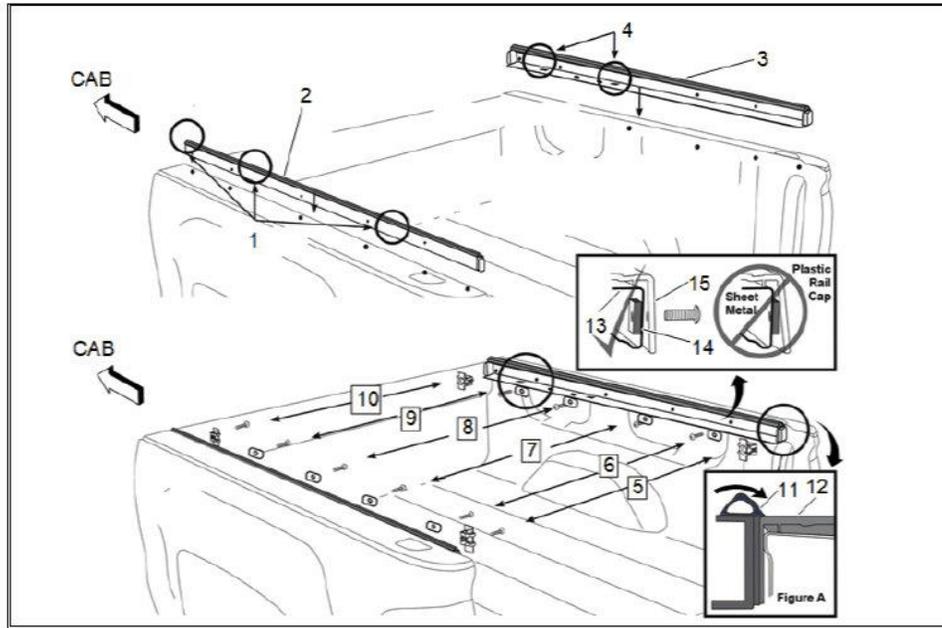


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17. Position the hinge plate cover (1) in the track over the cutout.
18. Reinstall screw (2) previously removed from step 5.
19. Tape new owner's manual to the B surface of the tonneau cover.
20. Remove side rails from the pickup box by removing the T30 torx screws.

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Note: If vehicle is equipped with power end gate refer to **For Power Open and Close End Gate Only** section at the end of these instructions.

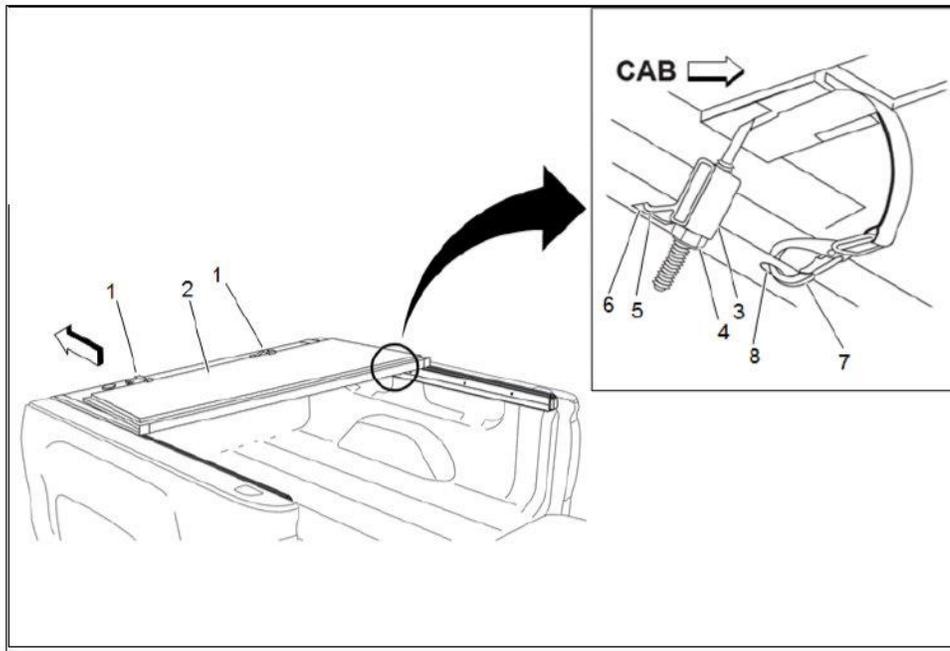
Note: Driver side rail (1) has three notches, passenger side rail (3) has two notches (4).

Note: Backing plates (14) are installed on the back side of the sheet metal (13). **DO NOT** install backing plates between plastic trim caps (15) and sheet metal.

21. Install driver side rail (1) in the order shown using Loctite 272 on screws prior to installing. Hand tighten attachment bolt (5) and (10) in box nuts. Hand tighten (6), (7), (8) and (9) into backing plates. Align the edge of the rail seal (11) with the top of the plastic trim cap (12) as shown in figure **A**. Use T30 torx to fully tighten the bolts (6), (7), (8) and (9) followed by bolts (5) and (10) to 8.7 Nm (6.4 lb ft). Repeat for passenger side rail (3).
22. Position tonneau cover onto the front on the pickup box.

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23. Locate the rectangular notch (6) in the driver and passenger side rails that align with the clamps. Align the stationary clamps (3) to the rectangular notch (6). Position the cover (2) evenly side to side and rest the cab seal smoothly along the cab wall of the bed. Position the stationary clamps (3) so that the hook (5) rests inside the rectangular notch (6) in the rail. Tighten the nut (4). Be sure to tighten each side evenly. Tighten only until tonneau cannot shift from its position. **DO NOT OVER TIGHTEN.** Over tightening of nut (4) can cause failure to clamping system. Be sure to clip safety tether (7) to hole (8) in rail from top down for ease of removal.

Note: The end gate must be open when closing tonneau cover (2).

24. Unclip the tie down straps (1) and unfold the tonneau (2).

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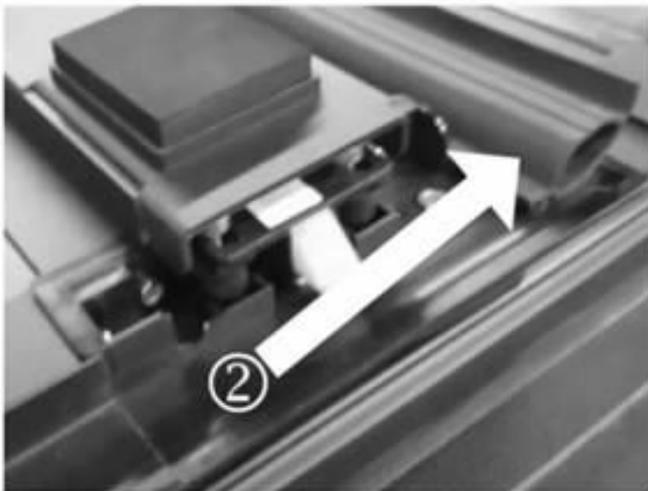
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Adjustment Instructions for Vehicles That Have Had Recall N192217500 performed.



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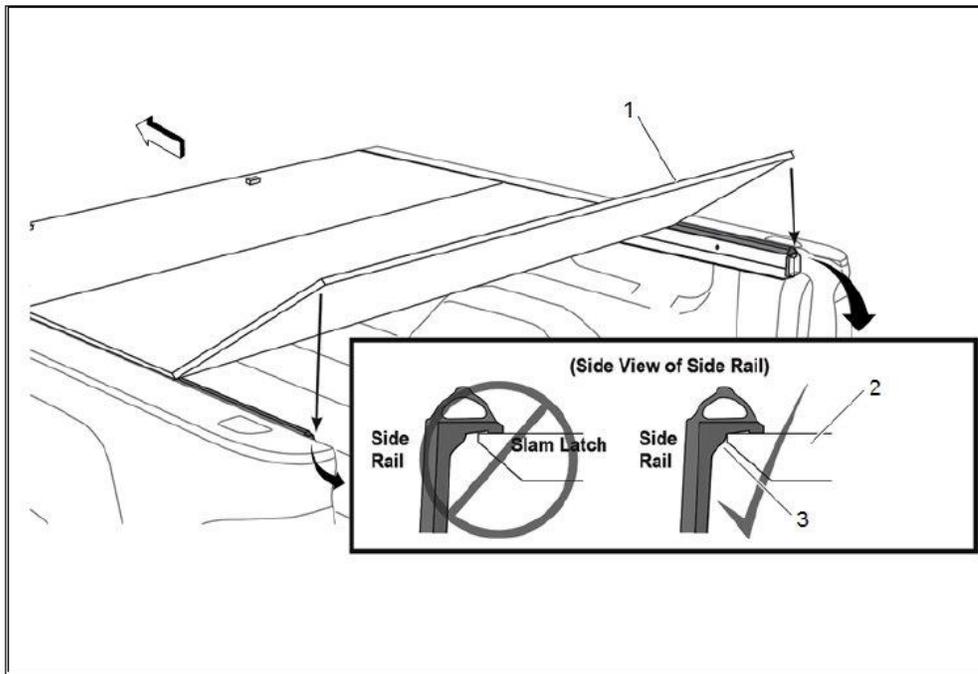


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Important: Verify the front tonneau cover seal is the revised “fin” style seal (1). If the “bulb” style seal is installed (2), replace the seal. Refer to steps 1-5 of the Adjustment Instructions for Vehicles That Have NOT Had Recall N192217500 performed below.

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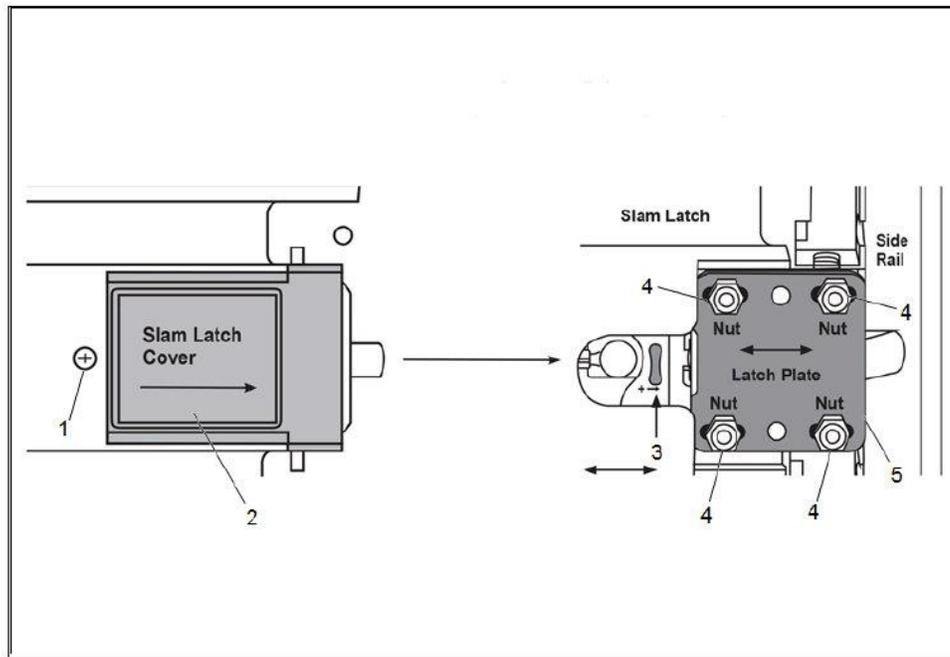


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1. With both hands, press down on the rear bar (1) until the rear slam latches (2) engage driver side and passenger side rails (3).
2. Lift the forward panel to 30°. Drop the forward panel to engage the driver side and passenger side slam latches (2).

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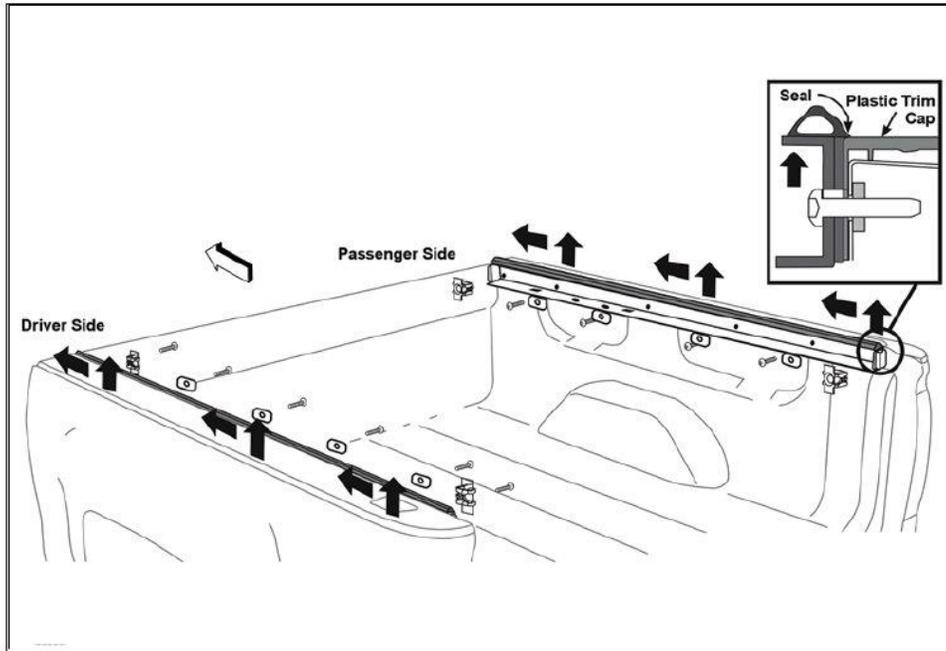
3. If the slam latches do not engage or there is excessive slack in the latches, adjust latches in or out and up or down. To adjust, remove the screw (1) from the slam latch cover (2) and side cover off. Loosen the four nuts (4) to move the latches in or out, move the metal latch plate. To move the latches up or down, move the plastic adjuster tab (3). Tighten the four nuts. Repeat steps 1 and 2.

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For Power Open and Close End Gate Only



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Note: Tonneau cover side rails must be adjusted to full up position and cover assembly must be adjusted to full forward position to ensure proper powered end gate closure to fully latched position.

During Step 21: While tightening each bolt to attach the rails, pull up and forward on the rails. Refer to Step 21 for bolt tightening sequence. Cycle the power end gate no less than 5 times to assure proper function.

Adjustment Instructions for Vehicles That Have NOT Had Recall N192217500 performed.

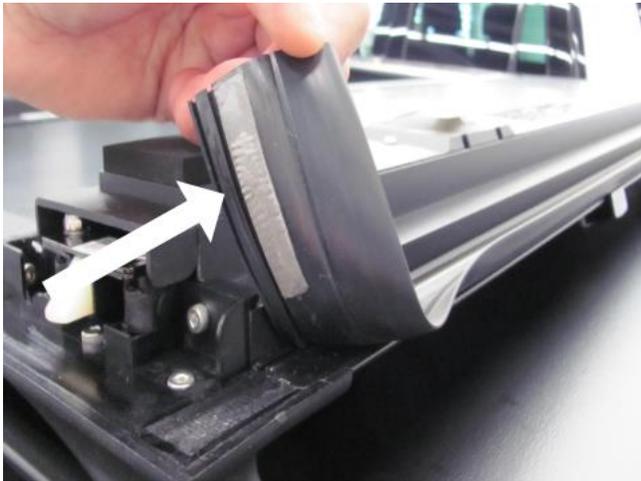


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1. Open the front panel (closest to the cab) of the tonneau cover and lay it flat.

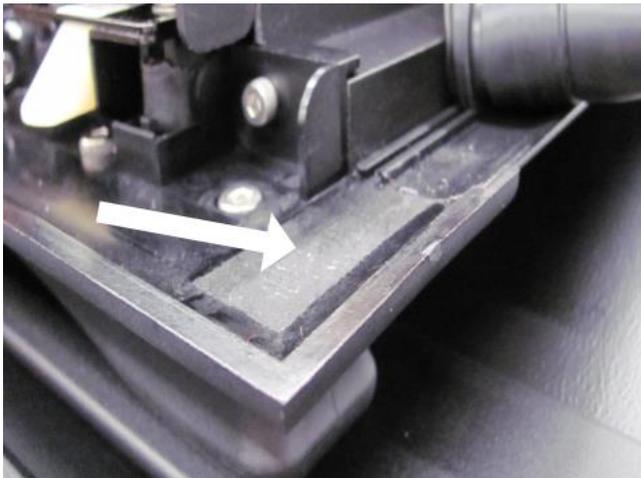
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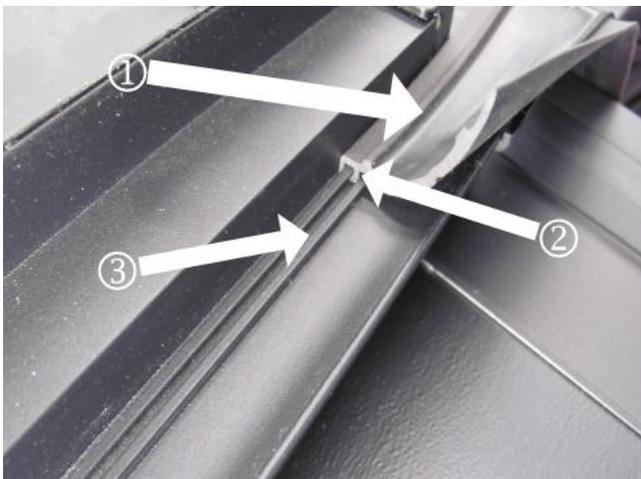
2. Locate the outboard ends of the front seal. Peel the seal loose at both ends. With the adhesive ends released, slide the front seal out of the channel. Discard the seal.



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3. Remove any residual double-sided tape and adhesive from the end caps using a general-purpose adhesive remover.

Note: Apply a light coating of glass cleaner to the first 60cm. (2 ft.) of the seal. This will act as a lubricant allowing the seal to easily slide into the channel.



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4. Install the new front lip seal (1), ensure the seal anchor (2) mates with the extrusion channel (3). Slide the seal across the full length of the channel, **ensure seal is centered** on the front panel.

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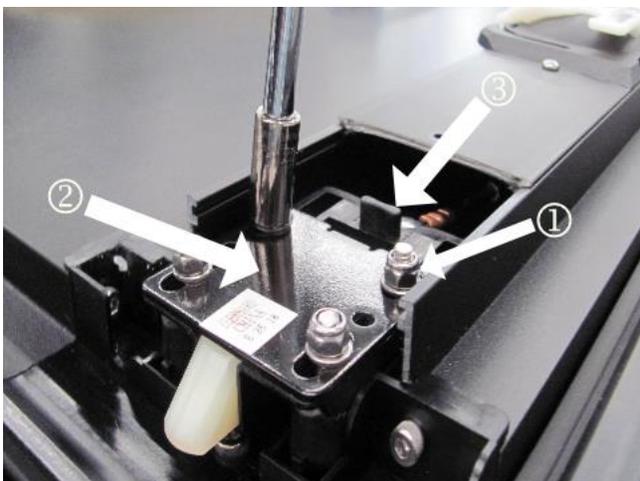


5. Locate the double-sided tape at both outer ends of the new seal. Remove the protective film and press the seal (2) firmly onto the corner cap (1), apply pressure for 15 seconds to allow the adhesive to bond. Perform this step on both ends of the new seal.

Note: Perform the following steps on both the left and right front latch assemblies.



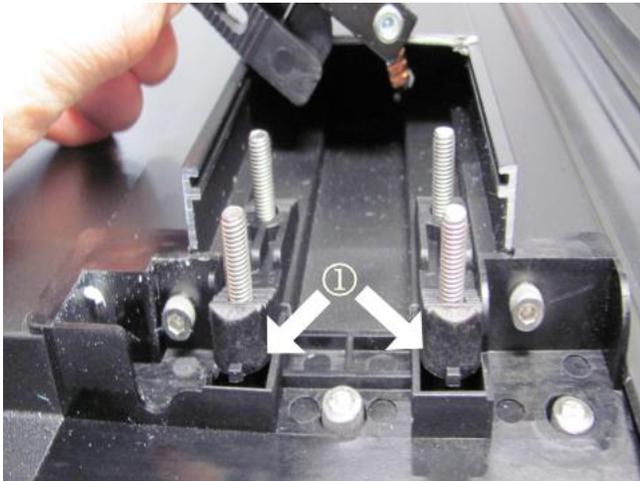
6. Locate the latches on the open front panel. Remove the screw (1) and slide the plastic closeout cover out (2).



7. Remove the 4 nuts and 4 washers (1). Discard the nuts, retain the washers. Remove the latch plate (2) and U-shaped adjustment step (3) and set them to the side, a cable will remain attached to the latch.

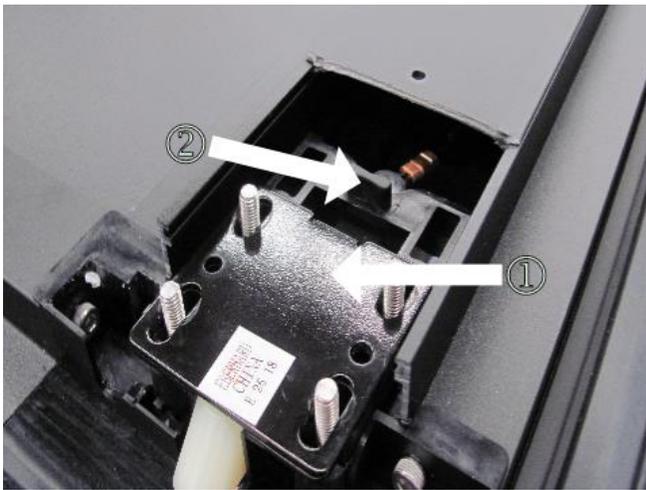
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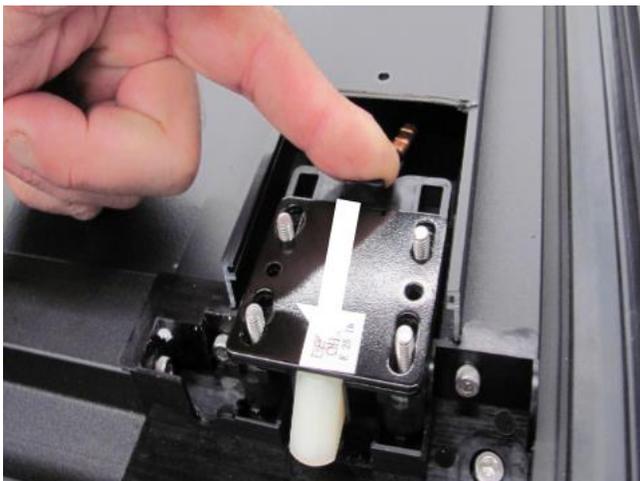
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8. Remove the two existing lower adjusters and discard (1). Install the two new adjusters provided in the attachment kit.



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9. Reinstall the original U-shaped adjuster (2) and latch (1).



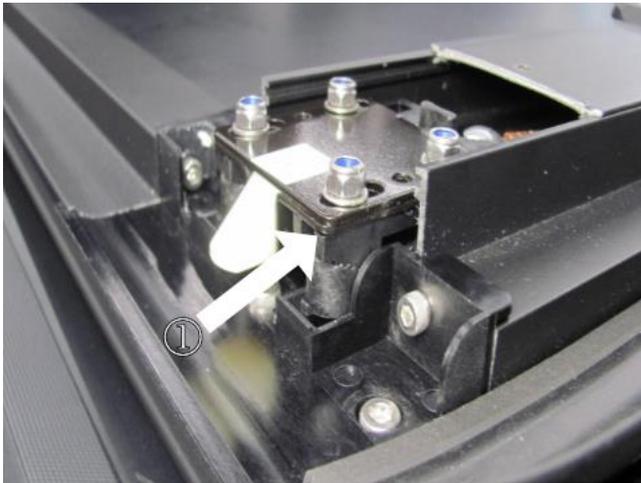
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10. Set the latch to the correct (maximum) height, push on the inboard standing tab and slide the U-shaped adjuster to the full outboard position.

Important: Do not overtighten the fasteners or damage may occur to the top cover.

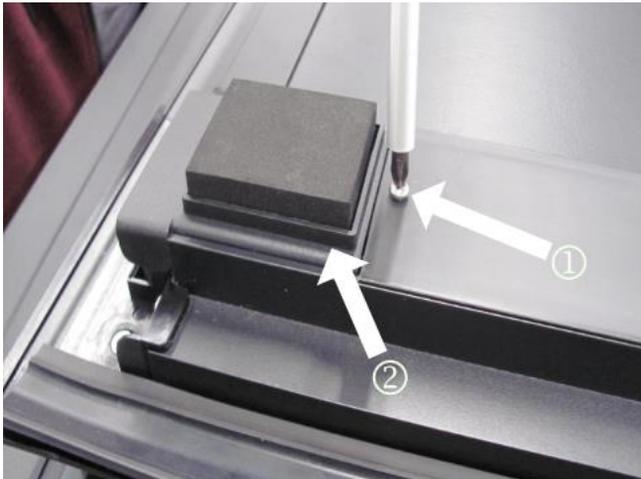
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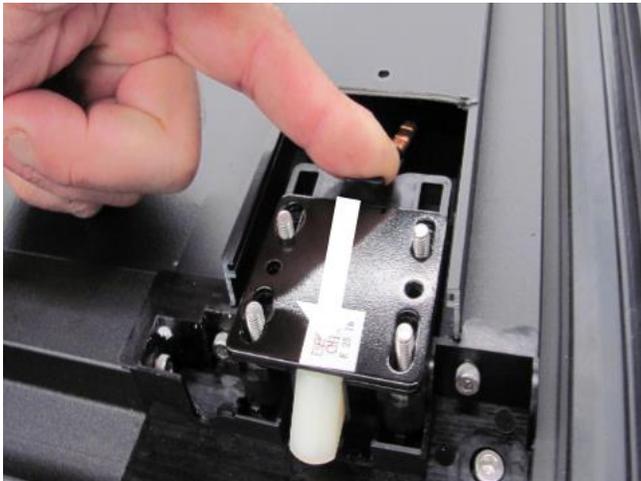
11. Loosely install the 4 original washers and the 4 new nuts supplied with the attachment kit. Align the outer edge of the latch with the edge of the plastic corner rib (1). Tighten the 4 nuts to 1Nm (9 lb.-in).



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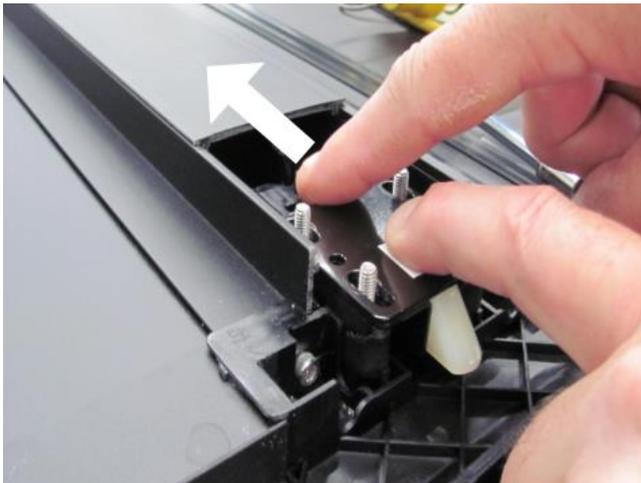
12. Slide the latch close out cover (2) into position and install the fastener (1).
13. Lift the forward panel to 30°. Drop the forward panel to engage the driver side and passenger side slam latches. Ensure the latch fully engages under the pickup box rail on both sides. Adjust as required.
14. Open the rear panel and locate the left (driver side) latch. Perform steps 6-12 at this location.
Important: *The right-side rear latch requires specific fitting steps to prevent interference. The following steps are specific to the right rear latch.*
15. With the rear panel open, locate the right (passenger side) latch. Perform steps 6-12 at this location, **with one** exception.

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- When reinstalling the U-shaped adjuster and latch, push on the inboard standing tab and slide the U-shaped adjuster to the full outboard position.

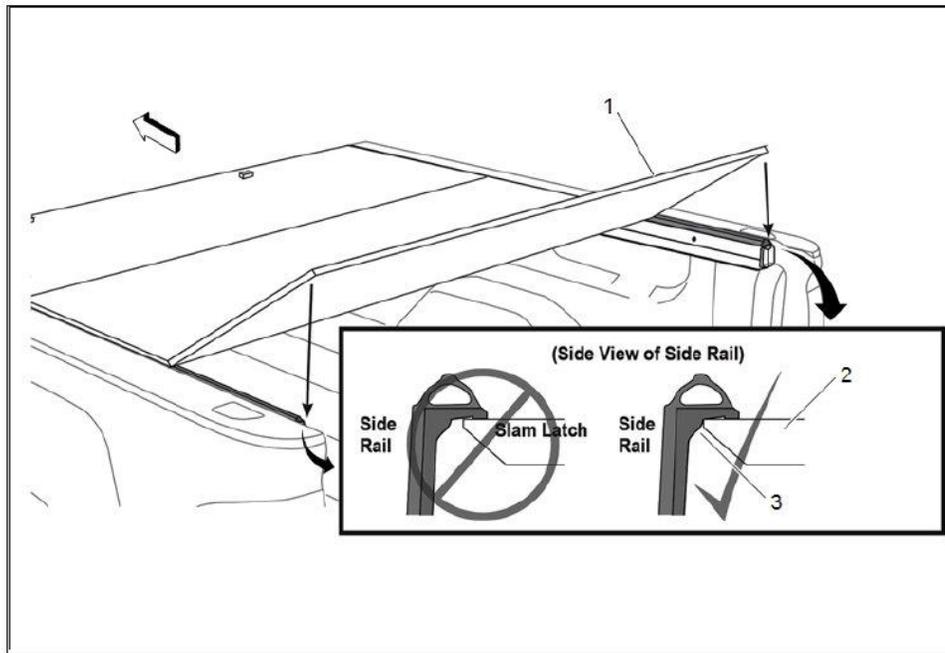


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- While applying light finger pressure to the metal plate, push the adjuster inboard two steps. You should be able to feel the two steps as well as hear a “click” type sound.
- With pressure still applied to the metal plate, install the 4 existing washers along with the 4 new nuts supplied with the attachment kit. Tighten the 4 nuts to 1Nm (9 lb.-in).

Equipment Safety Recall

N222359640 Tonneau Cover Retention



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16. With both hands, press down on the rear bar (1) until the rear slam latches (2) engage driver side and passenger side rails (3). Adjust if required.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Equipment Safety Recall

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Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

Customer Notification

USA & Canada – For dealer-installed accessory sales, General Motors will notify customers of this recall on their vehicle. For dealer over-the-counter sales, GM dealers will notify customers based on dealer sales-record data.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in the bulletin can be submitted at any time to the dealer. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



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Voluntary Technician
Certification**